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Bib Data Sheet

CONFIRMATION NO. 8975

<b>SERIAL NUMBER</b> 10/051,733	<b>FILING DATE</b> 01/15/2002 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2645	<b>ATTORNEY DOCKET NO.</b> 003924.P001DC
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**APPLICANTS**  
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Mukesh Sundaram, San Jose, CA;

**\*\* CONTINUING DATA \*\*\*\*\*** *Yes AH*  
THIS APPLICATION IS A CON OF 09/433,640 11/03/1999  
WHICH IS A DIV OF 09/249,395 02/12/1999 PAT 6,011,844  
WHICH CLAIMS BENEFIT OF 60/090,091 06/19/1998

**\*\* FOREIGN APPLICATIONS \*\*\*\*\*** *None AH*

**IF REQUIRED, FOREIGN FILING LICENSE GRANTED**  
**\*\* 02/06/2002**

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 7	<b>TOTAL CLAIMS</b> 20	<b>INDEPENDENT CLAIMS</b> 2
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged Examiner's Signature <i>Allan Hoosain</i> Initials <i>AH</i>				

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**TITLE**  
Point-of-presence call center management system

<b>FILING FEE RECEIVED</b> 740	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
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		<input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )
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